

I S L A · A G U A D A · G L A M P I N G · C O .

E X P L O R I N G · E L · M U N D O M A Y A

TERMS AND CONDITIONS

The binding agreement governing your reservation, in plain language

EFFECTIVE DATE: [DATE]

This document, together with the policies it incorporates by reference, is the complete agreement between Isla Aguada Glamping Co. and its guests.

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PART I: BOOKING, RATES & PAYMENT

The commercial terms of your reservation

1. Acceptance of Terms

By making a reservation with Isla Aguada Glamping Co., whether directly, through the Concierge & Expeditions desk, or through an online travel agency or channel partner, the guest agrees to be bound by these Terms and Conditions, together with the Cancellation/Refund Policy, the Rules and Regulations, and the Arrival and Departure Policy, each incorporated herein by reference.

2. Reservations and Rates

Isla Aguada Glamping Co. offers two accommodation categories, the Luxury Jungle Tent and the Luxury Jungle Suite, at either Presale Rates or Standard Rates.

Presale Rates (Tent $299 · Suite $599 per night) are offered during the property's pre-opening launch period at a discount, are non-refundable, and require a minimum stay of three nights. A Presale Reservation Deposit of $50 secures a guest's place in the presale prior to the selection of specific arrival dates. This deposit remains refundable at any time before the guest finalizes a dated reservation. Once the guest selects arrival dates and finalizes the booking, the deposit is applied as a credit toward the final balance, the full remaining balance becomes due, and the reservation becomes subject to the same presale terms as all other presale bookings: no refund is available, and the guest may request a date change or a one-time transfer to another named guest, per the Cancellation/Refund Policy.

Standard Rates (Tent $599 · Suite $1,199 per night) follow the refund schedule set out in the Cancellation/Refund Policy. All accommodations, whether reserved at presale or standard rates, carry a three-night minimum stay.

3. Payment

Isla Aguada Glamping Co. accepts payment by cash, Visa, MasterCard, debit/EFTPOS, American Express (subject to a surcharge), Discover (US-issued cards only), and international funds transfer (subject to a surcharge). All rates are subject to applicable Mexican taxes, including IVA and lodging tax (ISH), unless otherwise stated. Guests are responsible for providing accurate payment and billing information.

PART II: POLICIES INCORPORATED BY REFERENCE

Full terms live in their own documents, made available at booking

◆ INCORPORATED BY REFERENCE

4. Cancellations, Refunds, and Date Changes

Cancellations, refunds, and date changes for both presale and standard reservations, as well as for expeditions, spa treatments, and dining experiences, are governed in full by the Isla Aguada Glamping Co. Cancellation/Refund Policy, incorporated herein by reference and made available to guests at the time of booking.

◆ INCORPORATED BY REFERENCE

5. Guest Conduct

Conduct on the property is governed in full by the Isla Aguada Glamping Co. Rules and Regulations, incorporated herein by reference, covering property zones, alcohol, pets, drones, wildlife protection, safety on expeditions, and related conduct matters.

◆ INCORPORATED BY REFERENCE

6. Arrival and Departure

Check-in, check-out, and registration are governed in full by the Isla Aguada Glamping Co. Arrival and Departure Policy, incorporated herein by reference, covering check-in/check-out times, registration requirements, and related procedures.

PART III: RISK, CONDUCT & LIABILITY

Adventure, responsibility, and the property's rights

7. Assumption of Risk and Limitation of Liability

Expeditions, water sports, ATV rides, horseback riding, and similar adventure activities offered by Isla Aguada Glamping Co. carry inherent risks. Guests voluntarily assume all such risks and participate at their own discretion. To the fullest extent permitted under the laws of México, Isla Aguada Glamping Co.'s liability for any claim arising from a guest's stay or participation in any activity is limited, and Isla Aguada Glamping Co. shall not be liable for indirect, incidental, or consequential damages.

8. Indemnification

Guests agree to indemnify and hold harmless Isla Aguada Glamping Co., its owners, staff, and guides from and against any claims, damages, or expenses arising from the guest's breach of these Terms, violation of the Rules and Regulations, or willful misconduct.

9. Force Majeure

In the event of hurricane, tropical storm warning, government closure, or other circumstances beyond the reasonable control of Isla Aguada Glamping Co., affected reservations may be rescheduled without penalty within 12 months or refunded in full, per the Cancellation/Refund Policy.

10. Age of Majority

The guest making a reservation must be at least 18 years of age. Minors must travel under the supervision of a responsible adult and are subject to any minimum age requirements specified for individual expeditions, activities, or spa treatments.

11. Right to Refuse Service

Isla Aguada Glamping Co. reserves the right to refuse service, decline a reservation, or request a guest's departure from the property in circumstances described in the Rules and Regulations or otherwise warranted for the safety of guests, staff, or the property.

PART IV: GENERAL LEGAL PROVISIONS

Ownership, privacy, governing law, and how to reach us

12. Intellectual Property

All names, logos, photography, itineraries, and materials associated with Isla Aguada Glamping Co. remain the property of Isla Aguada Glamping Co. and may not be reproduced without written permission.

◆ INCORPORATED BY REFERENCE

13. Privacy

The collection and use of guest information is governed by the Isla Aguada Glamping Co. Privacy Policy, incorporated herein by reference.

14. Governing Law and Dispute Resolution

These Terms and Conditions are governed by the laws of the State of Campeche, México. Any dispute arising under these Terms shall first be addressed through good-faith negotiation with the Concierge & Expeditions desk and, if unresolved, shall be subject to the exclusive jurisdiction of the competent courts of Campeche, México.

15. Severability

If any provision of these Terms is found unenforceable, the remaining provisions shall continue in full force and effect.

16. Changes to These Terms

Isla Aguada Glamping Co. may update these Terms and Conditions from time to time. The effective date will be noted at the top of the document, and continued use of our reservation services constitutes acceptance of any changes.

17. Contact

For questions regarding these Terms and Conditions, guests may contact the Concierge & Expeditions desk.

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We ask for your trust before the first tent is raised;
these terms exist to earn it, fairly, for every guest.

18. Subscriber Information & Marketing SMS

We will not share or sell subscriber information with 3rd parties for their direct marketing purposes. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

By selecting the Check Box on The Bookings Check Out Page Guests Agree to Receive Marketing SMS. Guests may receive an SMS before/during/after their stay with us. Reply STOP to Opt-Out | Reply HELP for Assistance. Standard message and data rates may apply